

# WASHINGTON

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Washington Consumers = 9,235**



**Fraud Complaints from Washington Consumers = 5,341**

### *Top Fraud Complaint Categories for Washington Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	1,262	24%
2	Internet Services and Computer Complaints	727	14%
3	Foreign Money Offers	439	8%
4	Shop-at-Home/Catalog Sales	432	8%
5	Advance-Fee Loans and Credit Protection/Repair	420	8%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Washington consumers (5,341).

### *Amount Paid Reported by Washington Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
5,341	\$4,761,637	4,300	81%	\$1,107

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Washington consumers (4,300).

### *Top Washington Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Seattle	841
Spokane	278
Vancouver	232
Tacoma	202
Bellevue	183



**Identity Theft Complaints from Washington Victims = 3,894**

### *Identity Theft Types Reported by Washington Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	1,579	41%
2	Bank Fraud	949	24%
3	Phone or Utilities Fraud	829	21%
4	Government Documents or Benefits Fraud	291	7%
5	Employment-Related Fraud	224	6%
6	Loan Fraud	178	5%
	Other	640	16%
	Attempted Identity Theft	361	9%

<sup>1</sup>Percentages are based on the 3,894 victims reporting from Washington. Percentages add to more than 100 because approximately 25% of victims from Washington reported experiencing more than one type of identity theft.

### *Top Washington Identity Theft Victim Locations*

Victim City	No. of Victims
Seattle	574
Tacoma	226
Vancouver	189
Spokane	130
Bellevue	122